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(Agenda item: 9)

# Report to the Meeting of the

# Oxford Health NHS Foundation Trust

# Board of Directors

**31st January 2018**

**For information and assurance**

**Patient Experience and Involvement**

**Executive Summary**

This report is a quarterly summary of the feedback received from patients and carers and how we are using this to improve the care provided. It includes an overview of the national community mental health survey results for 2017. There are a number of ‘you said, we did’ examples in the report including a video. Patient involvement in service developments is equally important and the report provides a range of examples of the patient involvement work being undertaken. In addition the report shares highlights around the formal complaints and concerns received, and provides information about the development of peer support workers, for people with lived experience working alongside clinicians to support patients and their families.

The report is presented for the second time in a new format as part of a trial to make the information and report more accessible. The style is in a series of infographics and a video so that the report can be published on the Trust’s internet and shared more widely with clinical staff. Changes have been made following the Boards feedback in September 2017 and further feedback is welcomed on the report format.

**Governance Route/Approval Process**

The Caring and Responsive Quality sub-committee receives a quarterly patient experience and involvement report, last presented in October 2017.

The Council of Governors have a Patient Experience Sub group who meet quarterly to discuss experience and involvement, last meeting 16th January 2017.

**Recommendation:**

The Board is asked to note the report.

**Author and title:** Donna Mackenzie, Patient Experience and Involvement Manager with the leads in each Clinical Directorate.

**Lead Executive Director:** Ros Alstead Director of Nursing and Clinical Standards